



Quick Reference Guide

Dialing Plan

Fill in these important numbers for your dialing plan.


Number				Description	
				My Direct Dial or Extension	
				Operator/Attendant	
				Off-Site Voice Mail Number	
Overhead	Sales	Service	Parts	Office	Department Name
					Department Group Extension
	Zone=	Zone=	Zone=	Zone=	Zone Overhead Paging (if Multi-zone)
					Over-phone Zone Paging


Making Calls

During a call, you can alternate between handset, headset, and hands-free mode by pressing the Speakerphone or Headset buttons, or by picking up the handset.

Dialing a Number

1. Do one of the following to initiate a call:

- Pick up the handset.
- Press a free line button.
- Press the **New Call** softkey.
- Press the headset button .

- Press the speakerphone button .

2. Dial the number according to your dial plan:

3. If authorization codes are configured on your system and you are making a long distance call, you will hear a voice prompt. Enter your authorization code to place the call.

Redialing Calls

Press the **Redial** softkey to call the last number you dialed.

Speed Dial

Do one of the following to call a speed dial entry:

- Press the line button associated with the speed dial entry you want to dial.
- Press the speed dial entry number (2-9), and then press the **AbbrDial** softkey.

Calling Internal Extensions from the Voice Enabled Directory



1. Dial your voice-enabled directory extension, usually 8090.
2. At the voice prompt, speak the name of the person you want to call.
 - If the system finds a single match, it plays the greeting for the person and automatically transfers you to that person's extension.
 - If there are multiple matches, the system plays the greeting for the first matching person. If the greeting matches the person you want to call, speak **Yes**, and you will be connected to the person's extension; if not, speak **No**, and the system presents the greeting of the next matching person.
 - If the system cannot find a match, try speaking the name again, or just the person's first or last name.

Answering Calls

There are several different ways of answering calls on your phone.

Answering Calls

To answer an incoming call, do one of the following:






- Pick up the handset.
- Press the line button.
- Press the **Answer** softkey.
- Press the **Headset**  or the **Speakerphone**  button.

Call Waiting

If you get a call while the first call is active, a second session label displays. To answer the second call and put the first call on hold, press the **Answer** softkey.

Placing Calls on Hold

1. Press the **Hold** softkey. The hold icon displays. If you place a call on hold for more than two minutes (default), you will see and hear both visual and audible alerts.
2. To resume the call, press the **Resume** softkey or the line button.

<h2>Ending Calls</h2> <p>There are several ways to end a call on your phone.</p>	<p>Perform one of the following options to end a call:</p> <ul style="list-style-type: none"> Replace the handset in its cradle. Press the EndCall softkey. Press the Headset button  or the Speakerphone button .
<h2>Muting Calls</h2> <p>Mute applies to all modes: handset, headset, and hands-free.</p>	<ol style="list-style-type: none"> You can mute your phone by pressing the Mute button  so that it glows red. This allows you to listen to all parties on a call but prevents them from hearing any noise coming from your line. Press the Mute button  again to unmute your phone.
<h2>Shared Lines</h2> <p>Some dealerships require employees to share lines with another coworker.</p>	<p>If you share a line with your co-workers:</p> <ul style="list-style-type: none"> Either you or your co-worker can answer a ringing call on the shared line. When your co-worker has a call on the shared line, your shared line shows the status of  on the screen. When a shared line has an active call, the caller information displays on both phones.
<h2>Forwarding Calls</h2> <p>You can forward all calls to your phone to ring to another extension or phone number.</p>	<h3>Turning on Call Forwarding</h3> <ol style="list-style-type: none"> Press the CFwdAll softkey. Enter a phone number to forward all calls to, and then press the EndCall softkey. The Forwarded to [phone number] message displays on the phone's screen. <h3>Disabling Call Forwarding</h3> <p>Press the CFwdAll softkey to disable call forwarding.</p>
<h2>Using Do Not Disturb</h2> <p>When Do Not Disturb (DND) is turned on, incoming calls on all lines will not ring on your phone and will go immediately to voice mail.</p>	<h3>Turning On/Off Do Not Disturb (DND)</h3> <ol style="list-style-type: none"> To activate the DND feature, press the DND softkey (you may need to press the more softkey one or more times). The DND message displays on the screen. To deactivate the DND feature, press the DND softkey again (you may need to press the more softkey one or more times).
<h2>Diverting Calls to Voice Mail</h2>	<p>You can press the iDivert softkey to redirect an incoming call directly to voice mail. This feature is also available when your line is busy and you receive a second incoming call.</p> <ul style="list-style-type: none"> Press the iDivert softkey to redirect a ringing call to your voice mailbox.
<h2>Transferring Calls</h2> <p>You can transfer incoming calls to other extensions at your dealership. You can perform a “blind” transfer—where you don’t announce the call—or a “warm” transfer, where you announce the call to the transfer recipient.</p>	<ol style="list-style-type: none"> While on an active call, press the Transfer softkey, which places the caller on hold. Dial the extension to transfer the caller to. Complete the transfer: <ul style="list-style-type: none"> Blind: Once you hear the call ringing, press the Transfer softkey. Warm: After the other party picks up the call and you announce it, press the Transfer softkey to complete the transfer.
<h2>Parking Calls</h2> <p>You can temporarily park a call at a pre-defined extension where another user can pick up the call at any other phone at the dealership.</p>	<h3>Parking Calls/Retrieving Parked Calls</h3> <ol style="list-style-type: none"> While on an active call, press the Park softkey. The extension where the call is parked displays on the phone's screen. Access the paging system and announce where the call is parked. To retrieve the parked call, initiate a new call and then enter the extension where the call is parked. The call is now active on your extension.

Paging

Write in the extensions for paging zones at your dealership:

Zone	Extension
All Zones	
Zone 1	
Zone 2	
Zone 3	

Overhead paging

Your dealership may have installed an overhead paging system that you can access from your phone.

1. Initiate a new call, and then enter the extension for the overhead paging system.
2. Announce the page, and then hang up to end the page session.

Call Pickup

Use the group call pickup and call pickup features to answer calls that are ringing on other phones at your dealership.

Group Name	Group #
Admin/Office/Reception	
Sales	
Service	
Parts	
Body Shop	
Accounting	
Executive	

Group Call Pickup

You can use the Group Call Pickup feature to answer a call ringing on a phone in a different call pickup group or any other dealership phone (regardless of pickup group). If multiple phones in the group are ringing with incoming calls, your phone will pick up the call that arrived first.

To pick up a call ringing on a phone in a different call pickup group:

1. Press the **GPickUp** softkey (you may need to press the **more** softkey first).
2. Enter the number for the pickup group of the phone that is ringing.
3. Press the **Answer** softkey once the call is ringing on your phone to answer it.

To pick up a call ringing on any dealership phone:

1. Press the **GPickUp** softkey (you may need to press the **more** softkey first).
2. Enter the extension of the phone that is ringing.
3. Press the **Answer** softkey once the call is ringing on your phone to answer it.

Call Pickup

You can use the Call Pickup feature to answer a call ringing on another phone in your pickup group. If multiple phones in the group are ringing with incoming calls, your phone will pick up the call that arrived first.

1. Press the **Pickup** softkey (you may need to press the **more** softkey first).
2. Press the **Answer** softkey once the call is ringing on your phone to answer it.

Conference Calls

You can create a conference call with multiple callers.

1. Make a call to the first party.
2. Press the **Confrn** softkey.
3. Dial the number for the second party.
4. After the second party picks up the call, announce the conference and press the **Confrn** softkey to join all parties on the call.

Accessing Voice Mail



The first time you access your voice mailbox, the system will prompt you to record a name, a greeting, and to change your password.

Voice Mail Extension: _____

Default Passcode: _____

Voice Mail Indicators

When you have a new voice mail message, the following indicators are active:

- Solid red light on the phone's handset
- Stutter dial tone
- Voicemail icon flashes next to the line label.

Listening to Messages


To access your voice mailbox, press the **Messages** button  and follow the voice prompts.

Corporate Directory



With the Corporate Directory, you can search for and call any contact at your dealership.


Viewing and Calling Entries in Your Corporate Directory

1. Press the **Directories** button .
2. Select **Corporate Directory**, and then press the **Select** softkey.
3. Enter the person's first or last name, and then press the **Search** softkey.
4. To call a contact, select his/her entry, and then press the **Dial** softkey.

Call Lists

You can view the last 100 missed, placed, and received calls.

Viewing the Call History

1. Press the **Directories** button .
2. Use the Up and Down arrow keys to select the list you want to view, and then press the **Select** softkey.
3. To view the details of a call, select its entry and then press the **Details** softkey.

Dialing a Call from the Call History

- To dial a number from a call history list, scroll to the entry and press the **Dial** softkey.
- If you are dialing an external number, press the **EditDial** softkey, enter the leading 9, and then press the **Dial** softkey.

Speed Dials


There are multiple ways that you can set up and call speed dials on your phone:

- **Line Buttons:** If you have unused line buttons, you can set these up as speed dials using the User Options web interface.
- **Fast Dials:** You can set up multiple abbreviated dial entries from either your phone or from the User Options web interface.
- **Personal Address Book:** You can set up personal speed dial entries from either your phone or from the User Options web interface.angry bir
- **Abbreviated Dials:** You can set up abbreviated dial entries using the User Options web interface.


Although you can set up these speed dial entries from your phone, the easiest way to set these up is through the User Options web interface. See the *Unified CM User Options 8.5 Quick Reference Guide* for more information.

When accessing your address book or fast dials for the first time, you will need to enter your UserID and PIN. See your system administrator if you don't know these values.


Setting Up Personal Fast Dial Entries

1. Press the **Directories** button .
2. Select **Personal Directory**, and then press the **Select** softkey.
3. Select **Personal Fast Dials**, and then press the **Select** softkey.
4. Select an unassigned entry, then press the **Assign** softkey.
5. Enter the number to assign to the entry (include a leading 9 for external calls), then press the **Update** softkey.
6. Press the **Exit** softkey to return to the list of fast dial entries.


Calling Personal Fast Dial Entries

1. Press the **Directories** button .
2. Select **Personal Directory**, and then press the **Select** softkey.
3. Select **Personal Fast Dials**, and then press the **Select** softkey.
4. Select the entry to dial, then press the **Dial** softkey.

Setting Up Personal Address Book Entries

1. Press the **Directories** button .
2. Select **Personal Directory**, and then press the **Select** softkey.
3. Select **Personal Address Book**, and then press the **Select** softkey.
4. Press the Search softkey to view all entries in your address book.
5. Press the **more** softkey and then the **New** softkey.
6. Enter the person's names and e-mail address (if wanted), then press the **Phones** softkey.
7. Enter as many phone numbers as you want for the entry, then press the **Submit** softkey to save the entry.
8. Press the **Exit** softkey to return to the screen for searching the address book.

Calling Personal Address Book Entries

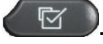
1. Press the **Directories** button .
2. Select **Personal Directory**, and then press the **Select** softkey.
3. Select **Personal Address Book**, and then press the **Select** softkey.
4. Enter a name to search by, then press the **Submit** softkey.
5. If multiple search results appear, select the person to dial, then press the **Select** softkey.
6. Press the **Dial** softkey to call the entry.

Calling Abbreviated Dial Entries

Press the number for the abbreviated dialing entry to call, and then press the **AbbrDial** softkey.

Setting Ring Type

You can select different rings to match your preferences and distinguish between calls on lines.

1. Press the **Settings** button .
2. Select **User Preferences**, and then **Rings**.
3. Select a line and then press the **Select** softkey. If you want to change all lines to a common ringtone, select Default Ring and then press the **Select** softkey.
4. You can listen to a ringtone by selecting it and pressing the **Play** softkey.
5. Press the **Select** softkey to apply the ring type to the selected line.
6. Press the **Ok** softkey to exit the ringtones screen.

